

Energy Price Guide



Standard form customer supply contact

Effective 1 July 2011
Version1



Application of New Rates and Charges

This Guide is incorporated into the terms of the Standard Form Customer Supply Contract offered by Origin Energy Electricity Limited ABN 33 071 052 287 in the Endeavour Energy (previously Integral Energy) distribution district. The rates and charges set out in this Guide apply from 1 July 2011 and continue to apply until further changes are published in the Public Notice section of a metropolitan newspaper and on Integral Energy's website at **www.integral.com.au**

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Part 1 – Integral’s Energy Prices

1. About this Guide

This Energy Price Guide (**Guide**) contains the rates for *small retail* customers supplied with electricity (Part 2 of this Guide) under Integral Energy’s Standard Form Customer Supply Contract (**Standard Contract**). The contents of this Guide complies with IPART’s determination under the *Electricity Supply Act* relating to regulated retail prices for the period from 1 July 2010 to 30 June 2013.

This Guide also contains miscellaneous fees and charges (Part 3 of this Guide) which may be applied to customers supplied with electricity under a *Standard Contract*.

The rates included in this Guide are inclusive of Endeavour Energy’s network use of system charges as approved by the Australian Energy Regulator on 3 June 2011.

2. Definitions

2.1 Meaning of words

In this Guide, unless inconsistent with the context or subject matter:

“Customer” has the same meaning as defined in Integral Energy’s Standard Form Customer Supply Contract.

“Guide” means this Energy Price Guide.

“Integral Energy” means Origin Energy Electricity Limited ABN 33 071 052 28 trading as Integral Energy.

“Off-Peak Pricing Option” means the Off-Peak 1, Off-Peak 2 and Big Blue *Pricing Options*. For the avoidance of doubt, off-peak pricing options do not include *Pricing Options* which only contain an off-peak rate payable for the use of electricity that is measured through a time-of-use or interval meter at certain times of the day.

“Pricing Option” means those pricing options set out in Part 2 of this Guide, only one of which will apply at any time to the amount of electricity consumed at each point which is separately metered at the *property*. The purpose for which the *property* is used will affect which pricing options are available at the *property*.

“Small retail customer” has the same meaning as in section 92 of the Electricity Supply Act, which includes a customer that consumes or is expected to consume electricity at their premises at the rate that is less than the rate prescribed by the regulations.

“Standard Contract” has the meaning given in clause 1 above.

“We”, “us” and “our” means Origin Energy Electricity Limited ABN 33 071 052 28 trading as Integral Energy.

“Week” (or “weekly”), “month” (or “monthly”), “2-month” (or “2-monthly”), and “quarter” (or “quarterly”), as the case may be, means the period elapsing between ordinary consecutive routine readings by Integral Energy’s staff or agents of the meter or meters for the registration of the supply of electricity to any *property* - which period is approximately seven days in the case of a weekly reading, approximately 31 days in the case of a monthly reading, approximately 60 days in the case of a 2-monthly reading, and approximately 91 days in the case of a quarterly reading.

2.2 Other words

The meaning of other words printed *like this* and some other key words used in this Guide is explained at the end of the *Standard Contract*. Copies of the *Standard Contract* are available through our website at www.integral.com.au or by calling our customer services staff on 131 002 (we may charge a reasonable fee for providing subsequent copies after your first copy).

For the avoidance of doubt the following public holidays are not *business* days for the purposes of this Guide: New Year’s Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen’s Birthday, Labour Day, Christmas Day, Boxing Day, and gazetted public holidays.

3. Climate Change Fund

The NSW Government has introduced the Climate Change Fund to promote initiatives that will reduce greenhouse gas emissions and support other energy saving initiatives across NSW. All electricity distributors are required to contribute to the fund.

All the energy rates included in this Guide, with the exception of Off Peak 1 and 2 and Big Blue, include an amount for the recovery of the electricity distributors’ contribution to the Climate Change Fund.

4. Security

4.1 Security generally

Integral Energy:-

- (a) may require a *customer* to pay *security* where the requirements set out in clause 4.2 below are met; and
- (b) must repay or release the *security* to a *customer* in accordance with clause 4.3 below.

The amount of the *security* may be up to:

- (i) 1.5 times the average quarterly account;
- (ii) 1.75 times the average 2-monthly account; or
- (iii) 2.5 times the average monthly account,

(where the relevant amounts are the GST-exclusive amounts of those accounts).

Interest will not be levied on the *security*.

The maximum amount of security that will be charged to residential and business *customers* is listed in Part 3 of this Guide.

4.2 When is security required?

Residential customers

Integral Energy may require *security* from a residential *customer* prior to connection only if that *customer*:

- (a) has left a previous supply address without settling an electricity retail bill (**debt**) owed to us or any other standard retail supplier, the debt remains outstanding and the *customer* has refused and refuses to make an arrangement to pay that debt; or
- (b) has been responsible for the illegal use of electricity within the previous two years; or
- (c) does not have a satisfactory credit history in our reasonable opinion or cannot demonstrate satisfactory credit history with another retail supplier to our reasonable satisfaction, and we have offered the *customer* an instalment plan or other payment option (for example pay as you go by instalments, direct debit) and the *customer* has refused, or failed to agree to the offer.

Integral Energy may require *security* from a residential *customer* after connection only if:

- (a) the security deposit is sought within 12 months after the commencement of the standard form customer supply contract;
- (b) the customer entered into a payment plan with the standard retail supplier at the commencement of the standard form customer supply contract;
- (c) the customer has cancelled that payment plan but has not requested that the standard retail supplier cease supplying electricity to the customer's supply address; and
- (d) one or more of the circumstances that require security prior to connection, as summarised above.

Business customers

Integral Energy may require *security* from a business customer prior to connection only if the *customer*:

- (a) does not have a satisfactory credit history in our reasonable opinion or cannot demonstrate a satisfactory credit history with another retail supplier to our reasonable satisfaction; or
- (b) is a new business; or
- (c) has been responsible for the illegal use of electricity within the previous two years.

Recourse to a security deposit

Integral Energy may only have recourse to a *security*, to recover amounts due to us in respect of charges related to the supply of electricity or connection services arranged by us where:

- (a) The *customer* has failed to pay an electricity retail bill resulting in disconnection; or
- (b) The customer has failed to pay an electricity retail bill and has requested Integral Energy to cease supplying electricity under a standard form customer supply contract.

Types of Security

A *customer* must only choose from the following types of security:

- (a) **cash, cheque or credit card** from residential or business *customers*; or
- (b) **annual security levy** from business *customers* only; or
- (c) **guarantees**, including **Department of Housing guarantees** from residential *customers*, and **bankers' guarantees** from business *customers*.

4.3 When will the security be repaid, discharged or released?

Security paid by cash, cheque or credit card

A *customer* who is required to pay *security*, and who pays in the form of cash, cheque or credit card, is eligible for that *security* to be refunded when they have completed:

- (a) for residential *customers* - on time payment of bills for one year from the date of the first bill; or
- (b) for business *customers* - on time payment of bills for two years from the date of the first bill and the maintenance of a satisfactory credit rating in our reasonable opinion.

When this occurs, we will inform the *customer*, in writing, of the amount that is refundable, and will credit that amount to the *customer's* account within 10 *business days*.

Security paid by annual security levy or guarantee

A *customer* who is required to pay *security* and does so in the form of an annual security levy or a guarantee, is eligible for the levy to cease or the guarantee to be discharged or released when:

- (a) for residential *customers* - on time payment of bills for one year from the date of the first bill; or
- (b) for business *customers* - on time payment of bills for two years from the date of the first bill and the maintenance of a satisfactory credit rating in our reasonable opinion.

Integral Energy will inform a *customer* who meets the above requirements that an annual security levy or a guarantee is no longer required. A *customer* must be informed in writing, and within 10 *business days*, of the above requirements being met.

Cessation of supply

If we require a *customer* to pay *security*, and the *customer* requests that we discontinue *electricity supply* to the *customer's* supply address, we will:

- (a) inform the *customer* in writing of the amount of the *security* held; and
- (b) pay the amount either to the *customer* or into the *customer's* account.

This will occur within 10 *business days* of the *customer* ceasing to take supply.

5. Calculation of Charges

5.1 Pricing Options

The amount which a *customer* must pay us for electricity used may be calculated by applying the relevant GST-exclusive "per kWh" charge specified for the applicable *Pricing Option* to the amount of electricity consumed (based on our measurement of the *customer's consumption* or our estimate) at each point which is separately metered at the *property*.

In addition, the *customer* must pay the relevant GST-exclusive "per day" charge (if any) for each day from the *actual start date* until the *customer's Standard Contract* with Integral Energy terminates.

10% GST is payable on each component charge. Minor sub-cent rounding may occur when converting GST-inclusive prices to GST-exclusive prices.

5.2 Price Changes

Where a price change occurs during a *billing period*, consumption charges will be calculated in the following way:

$$\text{Consumption charge (\$)} = U / (D1 + D2) \times (R1 \times D1 + R2 \times D2) / 100$$

$$\text{System access charge (\$)} = (S1 \times D1 + S2 \times D2) / 100$$

Where:

U = consumption (kWh) for the whole billing period

R1 = old price (¢/kWh)

R2 = new price (¢/kWh)

D1 = Number of days in billing period that the old prices (R1 and S1) applied

D2 = Number of days in billing period where the new prices (R2 and S2) applied.

S1 = old access price (¢/day)

S2 = new access price (¢/day)

5.3 Inclining Block Tariffs (IBT)

From 1 July 2004, we introduced inclining block tariffs (IBTs) in the Domestic and General Supply *Pricing Options*. For these tariffs, all consumption at or below a threshold (the "First Block") will be charged at a certain ¢/kWh rate and any consumption above this threshold (the "Second Block") will be charged at a higher ¢/kWh rate.

The threshold for the Domestic *Pricing Option* is set at 1,750kWh per quarter and for the General Supply *Pricing Option* is set at 2,500kWh per quarter. For billing purposes, these thresholds are converted to a daily basis.

In any *billing period*, the calculation of consumption charges is illustrated below:

If average daily consumption in the *billing period* is below the daily threshold:

$$\text{Consumption charge (\$)} = A \times D \times P1 / 100 ; \text{ or}$$

if average daily consumption in the *billing period* is above the daily threshold:

$$\text{Consumption charge (\$)} = \{T1 \times D \times P1 + (A - T1) \times D \times P2\} / 100$$

Where:

A = Average daily consumption (kWh) for the billing period

T1 = Daily threshold (kWh) for the first block

P1 = Price for the first block (¢/kWh)

P2 = Price for the second block (¢/kWh)

D = Number of days in the billing period

6. Change of Pricing Option

If the *customer* wishes to change the *Pricing Option* applicable to a particular point which is separately metered at the *property*, then the *customer* must apply in writing giving us 30 days prior notice. Any such change to the *Pricing Option* will take effect from the date on which the *customer's* meter is next read or on the date nominated by us after Integral Energy processes the application.

If the *customer* changes the *Pricing Option* applicable to a particular point to or from an *Off-Peak Pricing Option* more than once within a 12 month period, Integral Energy may charge the *customer* the Off-Peak conversion fee listed in this *Guide* for each such additional change.

7. Assistance for customers experiencing difficulty paying bills

7.1 Households

Integral Energy provides a range of flexible payment options for its customers. These options can be discussed with our Customer Call Centre representative on 131 002.

INpower is just one of several assistance options. For more information ask for a copy of the *INpower* leaflet or talk to our Customer Call Centre on 131 002. Through the *INpower* program, we tailor solutions for households needing assistance.

Energy saving tips are available on www.integral.com.au and www.originenergy.com.au

7.2 NSW Government assistance for households

The NSW Government understands some people will find energy price rises difficult to meet and has a range of programs to help eligible customers that are experiencing difficulty paying their bills. These include:

- Low Income Household Rebate (previously known as the Energy Rebate) which from 01 July 2011 will rebate \$200 a year). This rebate is available to all electricity account holders with a Pensioner Concession Card or Commonwealth Health Care Card or a Gold Card issued by the Department of Veterans Affairs (marked with War Widow / Widower Pension, Totally and Permanently Incapacitated or Disability Pension);
- Medical Energy Rebate (which from 1 July 2011 will rebate \$200 a year). This rebate is available to eligible customers who are medically diagnosed with an inability to self-regulate body temperature;
- Life Support Rebate (rates vary depending on the type of machine). This rebate is available to eligible people with certain items of medical equipment set up in their homes.;
- Energy Accounts Payment Assistance (EAPA) vouchers (each voucher is worth \$30);
- Home Power Savings Program (this Government-run program can assist eligible customers experiencing hardship with energy efficiency measures that can lead to savings of up to 20% off your power use);
- Legislative requirements for retailers to assist customers in financial hardship;
- Save Power website at www.savepower.nsw.gov.au which has a wealth of practical energy saving tips and information; and
- Centrepay is available to customers receiving payments from Centrelink and prevents large energy bills by making regular instalments.

Eligibility for these programs can be discussed with our Customer Call Centre on 131 002.

More information on these programs can be found on the New South Wales Government Industry and Investment website at www.industry.nsw.gov.au

7.3 Small business

Integral Energy provides a range of flexible payment options for its small business customers. These options can be discussed with our *INbusiness Solutions Team* on 1300 136 335.

7.4 NSW Government assistance for small business

The NSW Department of Environment, Climate Change & Water has an Energy Efficiency for Small Business program, which provides personalised energy assessments, tailored action plans and rebates of up to \$5,000 for making energy efficiency improvements that help small businesses save money and reduce carbon pollution. For more information visit www.savepower.nsw.gov.au. There are also useful hints for small business wishing to save energy at www.originenergy.com.au

Part 2 - Pricing Options – Conditions

8. Domestic

8.1 Tariff rates

First 1,750kWh per quarter*	21.850¢ per kWh (excl. GST) 24.035¢ per kWh (incl. GST)
Balance*	24.190¢ per kWh (excl. GST) 26.609¢ per kWh (incl. GST)
System Access Charge	59.850¢ per day (excl. GST) 65.835¢ per day (incl. GST)

8.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which is predominantly used for one or more of the following purposes:

- (i) private dwellings;
- (ii) boarding houses and lodging houses;
- (iii) retirement villages;
- (iv) residential sections of nursing homes and hospitals;
- (v) living quarters for members and staff of religious orders;
- (vi) residential sections of educational institutions;
- (vii) children's homes;
- (viii) approved baby health centres, day nurseries and kindergartens;
- (ix) churches, mosques, temples etc – being buildings or properties which are used principally for public worship or partly for public worship and partly for educational purposes; or
- (x) approved caravan sites.

8.3 Other Pricing Options

Where electricity is supplied under this *Pricing Option*, the customer is also entitled to obtain supply from us at the *property* under one or both of the following *Pricing Options*:

- a) Off-Peak 1 - refer to clause 12; or
- b) Off-Peak 2 - refer to clause 14.

* Based on average daily consumption during billing period

9. Domestic Time-of-Use (kWh)

9.1 Tariff rates

Peak Energy	31.820¢ per kWh (excl. GST) 35.002¢ per kWh (incl. GST)
Shoulder Energy	24.750¢ per kWh (excl. GST) 27.225¢ per kWh (incl. GST)
Off-Peak Energy	11.930¢ per kWh (excl. GST) 13.123¢ per kWh (incl. GST)
System Access Charge	78.270¢ per day (excl. GST) 86.097¢ per day (incl. GST)

Peak Energy: Electricity supplied from 1 pm to 8 pm on *business days*.

Shoulder Energy: Electricity supplied from 7 am to 1 pm and from 8 pm to 10 pm on *business days* and 7am to 10pm on weekends and public holidays.

Off-Peak Energy: Electricity supplied from 10 pm to 7 am on every day

9.2 Application

This *Pricing Option* will only be available to electricity supplied to a particular point at a *property* which has a time-of-use meter installed.

9.3 Capital Contribution

A capital contribution towards the cost of special metering may be required prior to supply being made available under this *Pricing Option*.

9.4 Other Pricing Options

Where electricity is supplied to a particular point at a *property* under this *Pricing Option*, the *customer* will not be entitled to obtain the supply of electricity to that *property* for any use under any other *Pricing Option*.

10. General Supply

10.1 Tariff rates

First 2,500kWh per quarter*	20.180¢ per kWh (excl. GST)
	22.198¢ per kWh (incl. GST)
Balance*	21.990¢ per kWh (excl. GST)
	24.189¢ per kWh (incl. GST)
System Access Charge	73.670¢ per day (excl. GST)
	81.037¢ per day (incl. GST)

10.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which is not covered by a *Pricing Option* in clause 8, 9 or 10.

10.3 Other Pricing Options

Where electricity is supplied under this *Pricing Option*, the customer is also entitled to obtain supply at the *property* under one or both of the following *Pricing Options*:

- a) Off-Peak 1 – refer to clause 12; or
- b) Off-Peak 2 – refer to clause 14.

* Based on average daily consumption during billing period

11. General Supply Time-of-Use (kWh)

11.1 Tariff rates

Peak Energy	30.010¢ per kWh (excl. GST)
	33.011¢ per kWh (incl. GST)
Shoulder Energy	24.220¢ per kWh (excl. GST)
	26.642¢ per kWh (incl. GST)
Off-Peak Energy	11.390¢ per kWh (excl. GST)
	12.529¢ per kWh (incl. GST)
System Access Charge	65.800¢ per day (excl. GST)
	72.380¢ per day (incl. GST)

Peak Energy: Electricity supplied from 1 pm to 8 pm on *business days*.

Shoulder Energy: Electricity supplied from 7 am to 1 pm and from 8 pm to 10 pm on *business days*.

Off-Peak Energy: Electricity supplied from 10 pm to 7 am on *business days* and all times on days which are not *business days*.

11.2 Application

This *Pricing Option* will only apply to electricity supplied to a particular point at a *property* which has a time-of-use meter installed and which is not covered by a *Pricing Option* under clause 8, 9 or 10, provided annual consumption through that particular point at the *property* (at all times) is not more than 160,000 kWh.

11.3 Capital Contribution

A capital contribution towards the cost of special metering may be required prior to supply being made available under this *Pricing Option*.

11.4 Other Pricing Options

Where electricity is supplied to a particular point at a *property* under this *Pricing Option*, the *customer* will not be entitled to obtain the supply of electricity to that *property* for any use under any other *Pricing Option*.

12. Off-Peak 1

12.1 Tariff rates

All Time Energy	7.280¢ per kWh (excl. GST) 8.008¢ per kWh (incl. GST)
Off Peak Access Charge	4.600¢ per day (excl. GST) 5.060¢ per day (incl. GST)

12.2 Application

This *Pricing Option* may apply to the supply of electricity to a particular point at a *property* which services only specified appliances approved by your network operator, Endeavour Energy, provided that:

- all off-peak circuits originate at the meter board;
- the relevant appliances are permanently wired and metered separately from other appliances;
- the supply of electricity is controlled by means of Endeavour Energy's equipment so that supply will not usually be available between 7 am and 10 pm Monday to Friday ; and
- any conditions set out below in relation to the particular type of appliance have been satisfied.

12.3 Storage Water Heaters

In relation to a heating unit in a storage hot water heater, the following additional conditions must all be met:

- the rated hot water delivery of the storage water heater is not less than 250 litres, unless otherwise approved by your network operator, Endeavour Energy;
- the supply of electricity to the heating unit in the storage water heater is controlled by Endeavour Energy's equipment. This *Pricing Option* will not apply to any heating unit (including a booster heating unit) which is not controlled by Endeavour Energy's equipment.
- the operation of any booster heating units is controlled so that it is not possible for them to operate simultaneously with the main heating units; and
- unless otherwise approved by Endeavour Energy, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

Rated Hot Water Delivery	Number and Rating of Heating Units
Up to and including 400 litres	1 x 4.8 kW
Above 400 and not exceeding 630 litres	2 x 4.8 kW
Above 630 litres	As necessary to provide the full amount of heat in approximately 8 hours but in any case not more than 20 watts per litre of rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak unit is provided as a booster unit for a solar hot water heater.

- Heat pumps are not permitted to be connected to this Pricing Option.

12.3.1 Single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of this *Pricing Option*, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing (and some institutions or charities as determined by Endeavour Energy), the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Property	Minimum Rated Hot Water Delivery	Minimum kilowatt Rating
1	80 litres	3.6 kW
2	125 litres	3.6 kW

12.4 Thermal Storage Space Heaters (Heat Banks) and Under Floor Heaters

In relation to thermal storage space heaters, the following additional conditions must all be met:

- (a) the aggregate rating must be not less than 3 kW.

12.5 Ice Storage Systems

In relation to ice storage systems, the following additional conditions must all be met:

- a) the aggregate rating must be not less than 3 kW.

12.6 Other Appliances

In relation to swimming pool pumps, pool heating equipment, dishwashers, clothes dryers, washing machines and other appliances (other than those described above), you may apply for approval of these appliances provided the following additional conditions are all met:

- (a) an approved storage water heater or storage space heater is also installed and supplied under this *Pricing Option*; and
- (b) for pool heating equipment, the equipment rating must not exceed 520 watts per square metre of the water surface, unless otherwise approved by Endeavour Energy.

12.7 Noise Control

Under the provisions of the *Protection of the Environment Operations Act 1997* (NSW), local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and *customers* should consult the local council before arranging for such equipment to operate at night on this *Pricing Option*.

12.8 Existing Installations

Customers who have appliances previously approved for connection under this *Pricing Option* may continue to be eligible for supply under this *Pricing Option*.

12.9 Other Pricing Options

This *Pricing Option* is only available to a *property* utilising the Domestic or General Supply *Pricing Options*.

13. Big Blue

13.1 Tariff rates

All Time Energy	7.280¢ per kWh (excl. GST) 8.008¢ per kWh (incl. GST)
Off Peak Access Charge	4.600¢ per day (excl. GST) 5.060¢ per day (incl. GST)

13.2 Application

Provided that all the conditions specified for the Off-Peak 1 *Pricing Option* have been met, the Off-Peak 1 *Pricing Option* may also apply to single unit residential properties where the Domestic *Pricing Option* is the *Principal Pricing Option* for the *property* where special “Big Blue” hot water systems, equipped with two non-simultaneous heating units, are installed to meet minimum tank size requirements as follows:

Number of bedrooms in residence at the property	Minimum size water heater
1 or 2	250 litres
3	315 litres
4 or more	400 litres

In this case, supply is made available to the bottom-heating element outside the period between 7 am and 10 pm. However, the top element can be heated at any other time (at Off-Peak 1) to satisfy *customer* needs for hot water.

14. Off-Peak 2

14.1 Tariff rates

All Time Energy	11.580¢ per kWh (excl. GST) 12.738¢ per kWh (incl. GST)
Off Peak Access Charge	4.600¢ per day (excl. GST) 5.060¢ per day (incl. GST)

14.2 Application

This *Pricing Option* may apply to the supply of electricity to a particular point at a *property* which services only specified appliances approved by Endeavour Energy provided that:

- all off-peak circuits originate at the meter board;
- the relevant appliances are permanently wired and metered separately from other appliances;
- the supply of electricity is controlled by means of Endeavour Energy's equipment so that supply will be available for restricted periods generally not exceeding 17 hours in any period of 24 hours;
- any conditions set out below in relation to the particular type of appliance have been satisfied.

14.3 Storage Water Heaters

In relation to a heating unit in a storage hot water heater, the following additional conditions must all be met:

- the rated hot water delivery of the storage water heater is not less than 100 litres, unless otherwise approved by the *Endeavour Energy*;
- the supply of electricity to the heating unit in the storage water heater is controlled by Endeavour Energy's equipment. This *Pricing Option* will not apply to any heating unit (including a booster heating unit) which will not be controlled by Endeavour Energy's equipment;
- the operation of any booster heating units is controlled so that it is not possible for them to operate simultaneously with the main heating units;
- an electric heat pump with a minimum tank size of 250 litres is permitted to be connected to this *Pricing Option* but not the Off-Peak 1 *Pricing Option*; and
- unless otherwise approved, heating units must be arranged as multiples of 4.8 kW in accordance with the following table:

Rated Hot Water Delivery	Number and Rating of Heating Units
Up to and including 400 litres	1 x 4.8 kW
Above 400 and not exceeding 630 litres	2 x 4.8 kW
Above 630 litres	As necessary to provide the full amount of heat in approximately 8 hours but in any case not more than 20 watts per litre of rated hot water delivery.

NOTE: The above requirements may be varied where an Off-Peak unit is provided as a booster unit for a solar hot water heater.

Special conditions – single person and dual occupant aged person accommodation

Notwithstanding the rated hot water delivery requirements of this *Pricing Option*, in the case of single and dual occupant aged person accommodation owned and controlled by the NSW Department of Housing (and some institutions or charities as determined by Endeavour Energy), the minimum rated hot water delivery may be reduced in accordance with the following:

Number of Occupants in Property	Minimum Rated Hot Water Delivery	Minimum kilowatt Rating
1 or 2	80 litres	3.6 kW

14.4 Thermal Storage Space Heaters (Heat Banks) and Under Floor Heaters

In relation to thermal storage space heater, the following additional conditions must all be met:

- (a) the aggregate rating must be not less than 3 kW; and
- (b) the *property* must utilise the a *Principal Pricing Option*.

14.5 Other Appliances

In relation to swimming pool pumps, pool heating equipment, dishwashers, clothes dryers, washing machines and other appliances (other than those described above), you may apply to Endeavour Energy for approval of these appliances provided the following additional conditions are all met:

- (a) an approved storage water heater or storage space heater is also installed and supplied under this *Pricing Option*; and
- (b) for pool heating equipment, the equipment rating shall not exceed 520 watts per square metre of the water surface, unless otherwise approved by Endeavour Energy.

14.6 Noise Control

Under the provisions of the *Protection of the Environment Operations Act 1997* (NSW), local councils may impose conditions relating to the use or operation of equipment causing offensive noise. Air conditioners, swimming pool pumps and heat pump motors may be subject to such conditions and *customers* should consult the local council before arranging for such equipment to operate at night on this *Pricing Option*.

14.7 Existing Installations

Storage water heaters and thermal storage space heaters previously approved for connection under this *Pricing Option* will continue to be eligible for supply under this *Pricing Option*.

14.8 Other Pricing Options

This *Pricing Option* is only available to a *property* utilising the Domestic or General Supply *Pricing Options*.

15. Solar Bonus Scheme

The NSW Government's Solar Bonus Scheme commenced on 01 January 2010. The duration of the scheme was to be for seven years. This scheme has been changed by the NSW Government. For the most current information please visit the NSW Government's website:

www.industry.nsw.gov.au/energy/sustainable/renewable/solar/solar-scheme

16. Renewable Energy

Four green products are available to customers where we supply electricity at the customers' premise under a standard form customer supply contract:

- Green Product 1: 10% *accredited green power*; = 1.1 cents per kWh including GST
- Green Product 2: 20% *accredited green power*; = 3.3 cents per kWh including GST
- Green Product 3: 50% *accredited green power*; = 5.5 cents per kWh including GST, or
- Green Product 4: 100% *accredited green power*. = 9.9 cents per kWh including GST

Customers that chose a green product option will be charged a green premium, which will be in addition to the tariffs specified in this Guide.

Please contact us on 131 002 for further details.

Part 2A – Obsolete Tariffs

Integral Energy has a number of obsolete tariffs which are no longer open to new customers. The rates of charges for these tariffs are listed below.

17. Obsolete Domestic Tariffs

Effective 1 July 2004, the following Obsolete Domestic Tariffs are Inclining Block Tariffs. For these tariffs, all consumption at or below a threshold level (the "First Block") will be charged at a certain ¢/kWh rate and any consumption above this threshold level (the "Second Block") will be charged at a higher ¢/kWh rate. The threshold for Obsolete Domestic tariffs is set at 1,750kWh per quarter.

Obsolete Tariff	Charges Excluding GST			Charges Including GST		
	System Access Charge (¢/day)	1st 1,750kWh per quarter* (¢/kWh)	Balance* (¢/kWh)	System Access Charge (¢/day)	1st 1,750kWh per quarter* (¢/kWh)	Balance* (¢/kWh)
E030 Rural E850 Gen Supp Irr Opt 1 Obs E856 Gen Supp Irr Opt 2 Obs	59.850	21.850	24.190	65.835	24.035	26.609
E012 Domestic/Rural E031 Irrigation	59.850	21.850	24.190	65.835	24.035	26.609
E090 Irrigation E091 Irrigation	59.850	21.850	24.190	65.835	24.035	26.609
E923 Rural Obsolete & Night Obsolete	59.850	21.850	24.190	65.835	24.035	26.609

* Based on average daily consumption during billing period.

18. Obsolete General Supply Tariffs

Effective 1 July 2004, the following Obsolete General Supply Tariffs are Inclining Block Tariffs. For these tariffs, all consumption below a threshold level (the “First Block”) will be charged at a certain ¢/kWh rate and any consumption above this threshold level (the “Second Block”) will be charged at a higher ¢/kWh rate. The threshold for Obsolete General Supply tariffs is set at 2,500kWh per quarter.

Obsolete Tariff	Charges Excluding GST			Charges Including GST		
	System Access Charge (¢/day)	1st 2,500kWh per quarter* (¢/kWh)	Balance* (¢/kWh)	System Access Charge (¢/day)	1st 2,500kWh per quarter* (¢/kWh)	Balance* (¢/kWh)
E020 Institution Obsolete	73.67	20.180	21.990	81.037	22.198	24.189
E801 Bushfire E803 Bus bse opt E925 General Supply/ Industrial and Night Obs	73.67	20.180	21.990	81.037	22.198	24.189
E074 General Supply (Process Heating) E075 General Supply (Process Heating) E076 Air Cond. Principal E077 Air Cond. Secondary	73.67	20.180	21.990	81.037	22.198	24.189

* Based on average daily consumption during billing period.

19. Obsolete Off-Peak Tariff

Obsolete Tariff	Charges Excluding GST		Charges Including GST	
	Off-Peak Access Charge (¢/day)	Energy Charge (¢/kWh)	Off-Peak Access Charge (¢/day)	Energy Charge (¢/kWh)
E061 Off Peak 3S Obsolete	4.600	11.580	5.060	12.738

Application of this tariff is as per section 12.2 of this Guide.

20. Obsolete Domestic Time of Use (TOU) Tariff

Obsolete Tariff	Charges Excluding GST				Charges Including GST			
	System Access Charge (¢/day)	Peak (¢/kWh)	Shoulder (¢/kWh)	Off Peak (¢/kWh)	System Access Charge (¢/day)	Peak (¢/kWh)	Shoulder (¢/kWh)	Off Peak (¢/kWh)
E093 Irrigation TOU South Coast	78.270	31.820	24.750	11.930	86.097	35.002	27.225	13.123

Peak Energy: Electricity supplied from 1 pm to 8 pm on *business days*.

Shoulder Energy: Electricity supplied from 7 am to 1 pm and from 8 pm to 10 pm on *business days* and 7am to 10pm on weekends and public holidays.

Off-Peak Energy: Electricity supplied from 10 pm to 7 am on every day

21. Obsolete Unmetered Supply Tariff

Obsolete Tariff	Charges Excluding GST			Charges Including GST		
	System Access Charge (¢/day)	1st 1,205kWh per annum (¢/kWh)	Balance (¢/kWh)	System Access Charge (¢/day)	1st 1,205kWh per annum (¢/kWh)	Balance (¢/kWh)
E400 Unmetered Supply E403 Cathodic Protection	0.00	47.230	22.650	0.00	51.953	24.915

Part 3 - Miscellaneous Fees and Charges

Your network operator, Endeavour Energy, may levy certain miscellaneous fees and charges listed below. We pass these charges on to you.

Description of Fee or Charge	Excl. GST	Incl. GST
Special Meter Reading Fee	\$44.00	\$48.40
<p>Endeavour Energy may levy a charge for a special meter reading in the following circumstances:-</p> <ul style="list-style-type: none"> (a) where a <i>customer</i> or a retail supplier requests that Integral Energy undertake a special meter read (but does not apply where the special meter read was requested solely to verify the accuracy of a scheduled meter read and the special meter read reveals that the scheduled meter read was inaccurate or in error); or (b) where Endeavour Energy attends at a <i>customer's property</i> for the sole purpose of discharging Endeavour Energy's obligation to read the <i>customer's</i> meter within the period specified by law (but not where Endeavour Energy merely chooses to read the customer's meter without being under a legal obligation to do so) and on attending the <i>customer's property</i> Endeavour Energy is unable (through no act or omission of Endeavour Energy) to gain access to the meter; or (c) where Endeavour Energy and the <i>customer</i> agree on an appointed time at which Endeavour Energy may attend the <i>customer's property</i> to enable Endeavour Energy to discharge Endeavour Energy's obligation referred to in paragraph (b) above and when Endeavour Energy (through no act or omission of Endeavour Energy) was unable to gain access to the <i>customer's</i> meter. <p>A charge will not be levied in either of the following circumstances:</p> <ul style="list-style-type: none"> (a) where the <i>customer</i> is or is about to move premises; or (b) where the service reveals that a scheduled meter reading was inaccurate 		
Meter Test Fee	\$73.00	\$80.30
<p>This fee is for the testing of a meter at the <i>customer's</i> request. Endeavour Energy will not be required to test the meter if the <i>customer</i> refuses to pay Endeavour Energy this fee in advance.</p> <p>If the meter is found to be inaccurate, Endeavour Energy will refund any amount paid in advance and the <i>customer</i> will not be liable to pay this fee.</p> <p>If the service is undertaken on a <i>property</i> serviced by more than one meter the following applies:</p> <ul style="list-style-type: none"> (a) if the meter test reveals that all the meters are operating satisfactorily, Endeavour Energy will only levy one charge for the provision of the service as if the meter test were undertaken on a single meter; (b) if the meter test reveals that one or more of the meters are not operating satisfactorily, Endeavour Energy will not levy any charge for the provision of the service. 		
Supply of conveyancing information – desk inquiry	\$37.00	\$37.00 *
<p>The provision of information regarding the availability of supply, presence of Endeavour Energy's equipment, power lines and like information for property conveyancing purposes undertaken without any physical inspection of a site, other than the provision of information or the answering of inquiries relating to any matter under Freedom of Information legislation.</p> <p>* Exempt from GST under "A New Tax System (Goods and Services Tax) (Exempt Taxes, Fees and Charges) Determination 2003 (No 2)"</p>		

Description of Fee or Charge	Excl. GST	Incl. GST
Supply of conveyancing information – field visit	\$73.00	\$73.00 *
The provision of information regarding the availability of supply, the presence of Endeavour Energy's equipment, power lines and like information for property conveyancing purposes undertaken by a physical inspection of a site, other than the provision of information or the answering of inquiries relating to any matter under Freedom of Information legislation. * Exempt from GST under "A New Tax System (Goods and Services Tax) (Exempt Taxes, Fees and Charges) Determination 2003 (No 2)"		
Off-peak Conversion Fee – first change within 12 month period	Free	Free
The alteration of the off-peak meter at a <i>customer's property</i> for the purposes of changing the hours of the meter's operation. For the first change to or from an Off-Peak Pricing Option within a 12 month period there is no charge.		
Off-peak Conversion Fee – additional changes within 12 months	\$59.00	\$64.90
The alteration of the off-peak meter at a <i>customer's property</i> for the purposes of changing the hours of the meter's operation. This charge will only be levied for each occasion that the service is provided in excess of once in any 12 month period.		
Disconnection visit (acceptable payment received)	\$44.00	\$48.40
A site visit to a <i>customer's property</i> on an occasion for the purpose of disconnecting the <i>customer's</i> supply for breach by the <i>customer</i> of a customer supply contract or a customer connection contract, where the disconnection does not occur on that occasion.		
Disconnection/reconnection at meter box	\$88.00	\$96.80
A site visit to a <i>customer's property</i> to: (a) disconnect the supply of electricity to a customer for breach by the <i>customer</i> of a <i>customer</i> supply contract or a customer connection contract, or where a retail supplier has requested that the supply to the <i>customer</i> be disconnected; and (b) reconnect the supply following the disconnection in paragraph (a) above. Also note that if, following a request from a <i>customer</i> , the reconnection component of the services described above are provided outside the hours of 7.30am and 4.00pm on a <i>business day</i> , Endeavour Energy may also charge for the service " Reconnection outside business hours " described below.		
Disconnection/reconnection at pole top/pillar box	\$148.00	\$162.80
A site visit to a <i>customer's property</i> : (a) to disconnect the supply of electricity to a <i>customer</i> at the pole top or pillar box for breach by the <i>customer</i> of a customer supply contract or a customer connection contract, or where a retail supplier has requested that the supply to a <i>customer</i> be disconnected; or where the <i>customer</i> has denied access to the meter or had prior to the visit, reconnected supply without authorisation by Endeavour Energy following a previous disconnection; and (b) to reconnect the supply, following the disconnection in paragraph (a) above. Also note that if, following a request from a <i>customer</i> , the reconnection component of the services described above are provided outside the hours of 7.30am and 4.00pm on a <i>business day</i> , Endeavour Energy may also charge for the service " Reconnection outside business hours " described below.		

Description of Fee or Charge	Excl. GST	Incl. GST
Rectification of Illegal Connection	\$221.00	\$243.10
Work undertaken by Endeavour Energy to the property of Integral Energy or to the property of another person in order to:		
(a) rectify damage; or		
(b) prevent injury to persons or property,		
resulting from conduct that constitutes an offence under Part 6, Division 1 of the Electricity Supply Act 1995.		
Reconnection outside business hours	\$95.00	\$104.50
The provision of the reconnection component following disconnection at meter box or pole top/pillar box outside the hours of 7.30am and 4.00pm on a business day at the request of a customer.		
Connection of new customer – within business hours	Free	Free
The connection of electricity to a new <i>customer</i> within the hours of 7.30am and 4.00pm on a business day at the request of the <i>customer</i> is free provided all other requirements have been met.		
Connection of new customer – outside business hours	\$95.00	\$104.50
The connection of electricity to a new <i>customer</i> outside the hours of 7.30am and 4.00pm on a business day at the request of the <i>customer</i> .		

We may levy the miscellaneous fees and charges listed below.

Fee for a dishonoured cheque	2 times bank fee	2 times bank fee + 10%
Integral Energy will impose a charge on a <i>customer</i> for a dishonoured cheque only if we actually incur a bank or other financial institution fee for that dishonoured cheque.		
Late Payment Fee	\$7.00	\$7.00
1. Late payment fees will not be levied:		
(a) during the period of an extension of time within which the customer has to pay the invoice, agreed between Integral Energy and the <i>customer</i> ;		
(b) where a <i>customer</i> has made a billing related complaint in relation to the relevant invoice to the Energy and Water Ombudsman NSW or another external dispute resolution body and where that complaint is unresolved; or		
(c) during the period of an instalment arrangement, where the <i>customer</i> has entered into an instalment arrangement to pay the invoice.		
2. A late payment fee will be waived:		
(a) where the <i>customer</i> has contacted a welfare agency/support service for assistance; or		
(b) where payment or part payment is by EAPA voucher ; or		
(c) where the <i>customer</i> is receiving a Low Income Household Rebate		
(d) on a case by case basis as considered appropriate by Integral Energy or the electricity industry ombudsman under an approved electricity industry ombudsman scheme under the <i>Electricity Supply Act</i> .		
3. A late payment fee will only be levied:		
(a) on or after the date which is at least 5 <i>business days</i> after the due date shown on the invoice that is the subject of the late payment; and		
(b) after the customer has been notified in advance that the late payment fee will be charged if the invoice is not paid, or alternative payment arrangements entered into, within 5 business days of the due date.		
4. Late payment fees will be limited to a maximum of one per bill.		
* GST is not applied to the late payment fee		

Description of Fee or Charge	Excl. GST	Incl. GST
Security Deposit – Residential Customers	\$200.00	\$200.00*
Integral Energy may waive or reduce the amount of security charged at its discretion. Also refer Part 1 Section 5 of this Guide for further information. * GST is not applied to security deposits		
Security Deposit – Business Customers (monthly accounts)	\$510.00	\$510.00*
Integral Energy may waive or reduce the amount of security charged at its discretion. Also refer Part 1 Section 5 of this Guide for further information. * GST is not applied to security deposits		
Security Deposit – Business Customers (quarterly accounts)	\$930.00	\$930.00*
Integral Energy may waive or reduce the amount of security charged at its discretion. Also refer Part 1 Section 5 of this Guide for further information. * GST is not applied to security deposits		

Please note:

Other costs, fees and charges that we can lawfully recover from you may also be applicable under special circumstances (for example fees and charges that reflect our costs of providing or arranging services including costs relating to contestable work, connection services and asset relocations). [We will advise you of these at the relevant time.]. Please contact Integral Energy on 131 002, or visit our website at **www.integral.com.au**